MULTIMEDIA UNIVERSITY

STUDENT ID NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 2, 2019/2020

BEP3014 - ENTERPRISE SYSTEMS PLANNING AND MANAGEMENT

(All sections / Groups)

13 MARCH 2020
3:00 PM– 5:00 PM
(2 Hours)

INSTRUCTIONS TO STUDENT

1. This Question paper consists of **3** pages (excluding cover page) with **4** Questions only.

2. Attempt **ALL** questions. All questions carry equal marks and the distribution of the marks for each question is given.

3. Please write all your answers in the **Answer Booklet** provided.

Attempt **ALL** questions.

QUESTION 1

a) As an Enterprise Resource Planning (ERP) consultant, you are required to examine the data flow between major functions in an organization - supply chain management, human resource, sales & marketing, and accounting & finance. Positioning accounting & finance at the center, draw and label the data flows among the departments as stated above.

(16 marks)

b) Discuss **THREE (3)** ways on how ERP systems can lead to more efficient business processes.

(9 marks)

[Total: 25 marks]

QUESTION 2

You are a systems consultant for Infinity Sdn Bhd, a company that manufactures school bags. The top management of the company is seeking your advice on the following issues.

a) The current tracking and stock checking of the school bags are conducted through bar-code scanners. However, the humidity level and environmental stress are making the barcodes hard to read and scanned. Write a memo to explain a better method to track and check the stocks of the school bags.

(9 marks)

b) The CEO of the company is interested to use SAP ERP to improve the business processes. However, he would like to understand the costs involved. Write a short memo describing the costs associated with SAP ERP.

(9 marks)

c) The Chief Financial Officer of the company argues that the costs to implement SAP ERP is too high. Write a memo suggesting how Software as a service (SaaS) can help reduce the costs of the ERP implementation.

(7 marks)

[Total: 25 marks]

Continued....

QUESTION 3

As a production planner, you are responsible for the planning of manufacturing plans and raw material acquisitions for your company. Your company produces two types of perfume bottle: Lavender and Jasmine. Your company produces 900 bottles of perfume per day.

a) The table below illustrates the sales forecast for the months of July 2020 to Dec 2020. Calculate and write down the values for A, B, and C.

(9 marks)

SALES FORECASTING	JUL	AUG	SEP	OCT	NOV	DEC
YEAR 2018	6881	6500	6543	6321	6002	6841
PROMOTION SALES FOR YEAR 2018	300					300
YEAR 2018 BASE UNIT				A		
PROJECTED GROWTH FOR YEAR 2019: 10%				B		
PROMOTION SALES FOR YEAR 2019			300		300	
SALES FORECAST FOR YEAR 2019				C		

b) The following table illustrates the **sales and operations planning** for the months of July 2019 to Dec 2019. Based on the outputs from the **sales forecast** table and the information given, calculate and write down the values for A, B, C, D, E, and F.

(16 marks)

SOP		JUL	AUG	SEP	OCT	NOV	DEC
SALES FORE CAST				A			
PRODUCTION PLAN		8000	7000	7000	7000	7000	6000
INVENTORY	5000			B			
AVAILABLE WORKING DAYS		18	18	19	20	18	21
CAPACITY				C			
UTILIZATION (%)				D			
LAVENDER	50%			E			
JASMINE	50%			F			

[Total: 25 marks]

Continued....

QUESTION 4

a) You are hired as the new sales general manager in your company. The sales team has some issues as the followings:

- Turnover rate of sales personnel is too high
- The number of sales personnel is insufficient to facilitate sales operations
- Existing sales personnel seems to be lacking discipline

Discuss the type of information that you would need from the Human Resource (HR) department, and how these information can be used to resolve the aforementioned issues.

(9 marks)

b) Imagine walking into a physical store that sells groceries. You can take products off the shelfs and walks away from the store. There are no human cashiers needed in the store, as the payment process is fully automated. Once the stock level drops to a certain level, an automated system would alert the vendor to replenish stocks. Using diagrams, labels, and brief explanations, **DRAW** a conceptual architecture detailing the elements *RFID*, *mobile phones*, and *cloud service* to achieve this automated grocery store.

(16 marks)

[Total: 25 marks]

End of Paper